

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

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| IN RE:<br><br>INTERSTATE POWER AND LIGHT<br>COMPANY | DOCKET NOS. RPU-02-3<br>RPU-02-8 |
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**ORDER REQUIRING ADDITIONAL INFORMATION**

(Issued October 17, 2002)

In its review of Interstate Power and Light Company's (IPL) pending rate case, the Utilities Board (Board) has some questions and information requests regarding IPL's new integrated customer information system (CIS) for the hearing scheduled for October 22, 2002, that may be difficult for IPL's witnesses to answer because the responses may require information from persons other than those who have filed prefiled testimony. In order to obtain complete responses, the Board will ask these questions now and direct IPL to provide written responses prior to hearing or have witnesses available at the hearing that can respond to the questions.

IPL will be required to provide the following additional information:

1. Discuss IPL's expectations of any savings from the operation of the new CIS compared to the old system.
2. Provide all documentation available regarding savings (i.e., staff, equipment, and office space reductions) related to operation of the new CIS compared to the old system? Such documentation shall include,

but not be limited to, any capital or operating budget documents  
referencing the CIS project and reports to management about the effects  
on operations (including both customer service and field personnel) of the  
new CIS.

3. Identify any witnesses in addition to Mr. Dunn that would be  
available if the Board has additional questions regarding the new CIS.

**IT IS THEREFORE ORDERED:**

Interstate Power and Light Company shall provide the information identified in  
this order as specified in the body of this order.

**UTILITIES BOARD**

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Judi K. Cooper  
Executive Secretary

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 17<sup>th</sup> day of October, 2002.